Access to Recovery Technical Assistance Products: Grantee Resources from Round 1 Cohort Experiences

1. Administrative Management Models: Compilation of Approaches by Initial Access to Recovery Grantees (November 2007). Intended for new ATR grantees and others wishing to implement voucher programs, this report discusses the approaches taken by Round 1 grantees in setting up their administrative operations, including their data capabilities. The first section outlines thematic similarities among the grantees and covers such topics as responsibility for day-to-day operations, provider credentialing, voucher payment processes and mechanisms, and processes for moving clients through the system (e.g., referrals, screening, assessment, and placement). The second section presents an overview of the voucher management system (VMS) models adopted by Round 1 grantees, voucher management software, and VMS development. The report also includes appendices detailing the administrative set-up and VMS for each Round 1 grantee.

2. Setting Up a System for Client Follow-Up (January 2008). Because ATR programs are designed to serve a high volume of clients utilizing services and resources from multiple providers, creating a system for coordinating, overseeing, and monitoring data collection is essential. This report provides guidance on establishing a system for collecting follow-up data from ATR clients. The report describes elements that are critical to an effective follow-up system, regardless of the size or scope of the program or provider. The report also identifies decision points and key considerations for programs as they determine how best to customize their systems and protocols.

3. Basics of Forecasting and Managing Access to Recovery Program Expenditures (January 2008). This report is designed to assist grantee administrators in using ATR-specific data based on actual program experience: (1) To revise budgets and accurately forecast expenditure rates for the remainder of the program; (2) To monitor spending more precisely on a real-time basis to avoid over- or under-spending; and (3) To make programmatic changes, if necessary, to ensure appropriate funding allocation. The report discusses ATR forecasting and expenditure challenges experienced by Round 1 grantees, the development and use of models for addressing these challenges, and the pros and cons of various options for managing program expenditures.

4. Financial Management Tools and Options for Managing Expenditures in a Voucher-Based Program: Round One Grantee Experiences (January 2008). Using a case study format, this report describes the efforts of four Round 1 grantees to manage ATR expenditures. The report discusses the challenges faced by the four grantees with respect to managing burn rate, projecting and monitoring expenditures, setting service caps and eligibility requirements, and controlling costs. The report also describes the technical assistance that enabled the grantees to develop and implement strategies for addressing these challenges.

5. Access to Recovery: A Case-Management Guide (January 2008). The purpose of this report is to suggest ways that previous research and the experiences of Round 1 grantees might guide new ATR grantees in implementing case management effectively. The report begins with an overview of case management, both as traditionally conceptualized and in the context of

ATR. The second section presents empirical results that, especially since 2004 when ATR began, have supported or challenged the positive effect of case management on client/patient outcomes in venues other than ATR. The third section describes the experiences of Round 1 grantees and presents recommendations on case management in an ATR setting. The final section discusses future research directions that might enhance the utility of ATR case management.

6. Development of a Paper-Based Backup Voucher System (January 2008). This brief report describes how to establish a paper-based voucher system to be used in the event that the electronic data system becomes temporarily inoperable during the course of the ATR grant project.

7. Strategies for Marketing Access to Recovery to Faith-Based Organizations (January 2008). Drawing on the experiences of three Round 1 grantees, this report discusses ways grantees could market their ATR programs to recruit and engage faith-based organizations (FBOs) as providers of clinical treatment or recovery support services. Although the three grantees targeted very different client populations (one targeted adults with a history of substance abuse or addiction, while the second focused on youth within a specific geographic area, and the third targeted the State's American Indian/Native American community), their collective experiences offer insights to all ATR grantees on marketing to FBOs, broad issues to consider when working with FBOs, and specific ideas about message and material development and delivery.

8. Outreach to Faith-Based Organizations: Strategic Planning and Implementation (January 2008). Based on technical assistance (TA) received by two Round 1 grantees, this report describes outreach activities that grantees can conduct to engage and include faith-based organizations (FBOs) in their ATR programs. One grantee was interested in defining the organizational structures necessary to engage, enlist, and maintain ATR participation by FBOs. The grantee requested TA in developing a strategic plan to improve outreach to and inclusion of FBOs and to ensure that the grantee achieved its objectives and timelines. The second grantee requested assistance with building working partnerships between the State and FBOs. The report describes the TA provided to the two grantees, including recommendations and action steps, and includes copies of TA products.

9. Summary and Analysis of Grantee Fraud, Waste, and Abuse Activities (January 2008). This report discusses basic concepts used and experience gained in preventing and detecting fraud, waste and abuse with respect to voucher program integrity, providers, financial management, and management report activities. The report summarizes SAMHSA's efforts to monitor ATR grantee compliance with application assurances regarding fraud, waste, and abuse. Attachments to the report include copies of grantee surveys and monthly report formats.

10. Models for Electronic Voucher Management Systems (November 2007). This document presents charts and tables summarizing the two basic voucher management system models adopted by the Round 1 grantees. While the first model entails adapting public domain software, the second model requires developing new, original programming.

11. Motivational Interviewing: A Counseling Approach for Enhancing Client Engagement, Motivation, and Change (January 2008). This report is intended as an introduction to Motivational Interviewing (MI) for State-level staff, ATR program directors and other staff, and front-line ATR service providers. The document synthesizes information from technical assistance reports on three MI workshops provided to Round 1 grantees and from the writings of MI experts.

12. Compilation of Technical Assistance Reports on Rate Setting Procedures (January 2008). This document consolidates reports from technical assistance (TA) requests made by Round 1 grantees on setting fee-for-service rates for recovery support services (RSS). The TA focused on: (1) Setting consistent program rates for RSS; (2) Determining whether a bundled rate is more appropriate than rates for single service types; and (3) Helping small organizations to determine an appropriate rate to cover the cost of providing RSS.

13. Targeted Populations: Technical Assistance Examples (January 2008). Synthesizing information from three technical assistance (TA) events requested by Round 1 grantees, this report addresses the topic of working with specific targeted populations (e.g., children and adolescents, pregnant women, clients involved with the criminal justice system, people with specific racial/ethnic backgrounds such as American Indian/Alaska Native populations). Appendix A to the report (Motivational Interviewing: Enhancing Motivation for Change—A Learner's Manual for the American Indian/Alaska Native Counselor) is described below.

13-A. Appendix A. Motivational Interviewing: Enhancing Motivation for Change—A Learner's Manual for the American Indian/Alaska Native Counselor. This manual is designed to accompany training in Motivational Interviewing (MI) and Stages of Change for counselors who work with American Indian/Alaska Native people. The training identifies the key concepts of the MI approach to counseling and the Stages of Change theoretical model, which describes the stages of successful intentional behavior change. The manual contains all of the information presented in the training, which explores the use of these concepts in an integrated framework and the incorporation of these concepts into one's agency.

14. Planning and Implementing a Voucher System for Substance Abuse Treatment and Recovery Support Services: A Start-Up Guide (November 2007). Intended to assist new ATR grantees, especially during the early stages of planning and implementation, this guide discusses key considerations in selecting, designing, and implementing a Voucher Management System (VMS) for clinical treatment and recovery support services. The document delineates several VMS models selected by ATR's initial grant cohort and describes lessons learned by the Round 1 grantees. The guide begins by discussing planning and implementation issues such as organizational structure, stakeholders, targeted populations, services, and provider perspectives. The guide then moves on to consider two major infrastructure issues in detail—namely, financial and voucher management systems and data management systems.